

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
OLIVE VIEW COMMUNITY
MENTAL HEALTH URGENT CARE CENTER

PROMOTIONAL / TRANSFER OPPORTUNITY
THIS IS NOT AN OFFICIAL EXAMINATION BULLETIN
RESTRICTED TO LOS ANGELES COUNTY EMPLOYEES ONLY

INTERMEDIATE TYPIST CLERK

The Olive View Community Mental Health – Urgent Care Center (UCC) is an urgent care and short-term intensive residential mental health program with the goals of decompressing both the psychiatric emergency room and inpatient units of Olive View Medical Center, and assisting the network of DMH outpatient mental health providers with urgently needed assessments and medication services. Once clients are stabilized and the immediate crisis is averted, program staffs then effectively link those clients to the DMH network of providers for ongoing mental health services.

The UCC is seeking a highly motivated, reliable, and productive individual to join its support staff team primarily responsible for the business office operations of the UCC. The UCC hours of operation are Monday through Friday 8:00am to 10:00pm and weekends 9:00am to 5:30pm. The UCC is seeking individuals willing to work evenings and/or weekends.

EXAMPLES OF DUTIES

- Perform reception duties such as using IBHIS to check in clients with and without scheduled appointments.
- Enter new clients in IBHIS, process Pre-Admit/Admission Bundles, scans documents into IBHIS and opens patient episodes and enter prescriptions into IS.
- Run IBHIS reports to ensure that all claims by staff are attested and posts claims by due date, alerting supervisor of missing documentation as needed.
- Performs general office duties such as answering and routing phone calls, taking phone messages, filing, photocopying faxing, sorting and distributing mail.
- Enters data and updates client data into the Department's various computer systems.
- Processes medical records requests in compliance with HIPAA guidelines, accepts client payments via mail and in person and disburses bus tokens as requested by clinical and supervisory staffs.
- May assist with financial screenings of consumers, obtaining billing information from consumers including insurance documents for billing purposes, and enters financial information into IBHIS.
- Works on special assignments and reports under the direction of the Staff Assistant II and Senior Typist Clerk (supervisor).
- Other duties as deemed appropriate and assigned by the Staff Assistant II and Senior Typist Clerk (supervisor).

DESIRABLE QUALIFICATIONS

- Strong knowledge Microsoft Office software programs: Word, Excel and Outlook
- Bilingual capacity desired, but not required
- Ability to work in a fast-paced environment
- Strong interpersonal skills
- Strong verbal and written communication skills and the ability to multi-task and organize to meet deadlines
- Ability to work independently and in a team setting

AN EQUAL OPPORTUNITY EMPLOYER

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Interested individuals holding the payroll title of Intermediate Typist Clerk are encouraged to submit a cover letter, resume, and last two years master time records and last two performance evaluations by 5:00pm on **September 29, 2014 to:**

Katonya Turner, Staff Assistant II
14659 Olive View Drive
Sylmar, CA 91342
Telephone: (818) 485-0888
Fax: (818) 833-5690
Email: Kturner@dmh.lacounty.gov

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